

## **CUSTOMER SERVICE ASSISTANT**

### **DISTINGUISHING FEATURES**

The fundamental reason the Customer Service Assistant exists is to perform customer service duties in the Revenue Recovery, Utility Billing and/or Tax and License division of Customer Service. This classification is not supervisory. Work is performed under general supervision and reports to one of the Customer Service Managers. The Customer Service Assistant is distinguished from a Customer Service Representative by the latter performing the more difficult customer service tasks.

### **ESSENTIAL FUNCTIONS**

A team player who works effectively with City staff and citizens.

Calculates fees, accepts and receives payments owed the City. Prepares and issues receipts.

Operates a CRT to retrieve account information.

Types various documents and performs general filing.

Communicates orally with customers, in person and on the telephone, providing account and billing information, often under stressful circumstances. Listens to concerns and values citizen input.

Perceives and interprets customer needs and translates them into effective solutions and operational policy.

Assumes ownership of a variety of key projects dealing with citizens and employees.

### **MINIMUM QUALIFICATIONS**

#### **QUALIFICATIONS:**

#### **Knowledge, Skills, and Abilities**

Knowledge of:

Computerized financial system

Microsoft Windows, Word, and Excel

Ability to:

Communicate on the phone and in person often with irate customers.

Listen and communicate effectively with a diverse group of people.

Utilize tact and diplomacy when dealing with customers.

Prepare routine reports and statements manually and on the computer.

Operate a variety of standard office equipment, including a personal computer, a variety of computer software, and other office equipment that require continuous and repetitive eye and arm or hand movement.

Promote shared responsibility, teamwork, and continuous improvement.

Maintain regular consistent attendance and punctuality.

#### **Education & Experience**

Any combination of training and experience equivalent to six months to one year in cash handling/sales and demonstrated knowledge of the principles and practices of customer service.

FLSA Status: Non-exempt

HR Ordinance Status: Classified